

2-1-1 VIRGINIA INFORMATION & REFERRAL SYSTEM

Performance Indicators

The time period for collecting data will be from **July 1, 2006 through June 30, 2007**, unless otherwise specified.

Goal 1: Collect and maintain accurate and complete human resources data on a statewide basis.

Outcome: Human resource data will be current and accurate throughout the state.

Indicators:

1. 60% of agencies in database that have complete agency information.
Required agency information includes:
Name
Address
Telephone Number
Person in Charge
Type of Agency
Hours of Operation
Programs Offered
Agency Description
2. 50% of programs in database that have complete core information.
Core information includes:
Hours
Eligibility
Intake Procedures
Service Area Description
Telephone Number
Zip Code
Fees
Program Description
Statewide Keyword
3. 75% of programs in database that show formal update within the past 12 months.

Goal 2: Provide citizen access to information about resources throughout the Commonwealth.

Outcome: Inquirers will be linked with the appropriate resources to meet their needs.

Performance Indicators

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Indicators:

1. The number of calls made to the regional information and referral centers
Statewide Target: 115,000
2. The number of hits to the statewide internet database
Statewide Target: 5,000
3. The number of information and referral products distributed, including electronic products printed directories, specialized listings, and quick reference guides
Statewide Target: 5,000
4. The number of outreach efforts including presentations, brochures, and other promotional materials
Statewide Target: 5,000
5. The regional providers will complete follow up calls on 3% of the advocacy and referral calls received at the regional centers
Statewide Target: 3% of the advocacy and referral calls

Goal 3: Assist in planning functions by providing selected data to the Virginia Department of Social Services on a regular basis.

Outcome: The regional providers of information and referral services will maintain strict timely compliance with all reporting requirements and assist with planning functions by providing reports and data upon request made by the Virginia Department of Social Services.

Indicators:

1. The regional providers will submit quarterly reports no later than thirty days following the end of the last month in each quarter in the approved format
2. Upon request, the regional providers will furnish the Department with electronic or other copies of its regional database
3. The regional providers will comply with all requests for planning data made by the Program Manager or other authorized Department representative in a timely manner

Goal 4: Provide data to public and private agencies other than the Virginia Department of Social Services.

Outcome: Information and referral statistics will be provided to decision-makers in an effort to reduce the gaps and barriers to services in the Commonwealth.

Performance Indicators

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Indicators:

1. The number of reports distributed to state, regional and local agencies, legislators and other interested parties

Statewide Target: 50

Goal 5: Cooperate with the state administering agency

Outcome: The regional provider system will function as a single, seamless statewide system.

Indicators:

1. 100% of the regional contractors will participate in the Virginia Department of Social Services annual evaluation of services provided by the 2-1-1 VIRGINIA/Statewide Information and Referral System
2. 100% of the regional contractors will have a representative at all of the monthly meetings of the statewide contractors to plan and implement system goals
3. 100% of the regional contractors will participate in training opportunities, special initiatives, studies and surveys sponsored by the Virginia Department of Social Services

Goal 6: Seek funds from available resources.

Outcome: The 2-1-1 VIRGINIA/Statewide Information and Referral System will attain broad financial support.

Indicators:

1. Increased funding sources, other than Virginia Department of Social Services information and referral contracts, obtained by regional contractors to support services of the 2-1-1 VIRGINIA/Statewide Information and Referral System

Goal 7: Maintain effective relationships between the system and state and local agencies and public and private organizations

Outcome: State and local agencies will utilize the 2-1-1 VIRGINIA/I&R to facilitate their outreach efforts.

Performance Indicators

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Indicators:

1. The number of signed agreements with local, regional and state agencies
2. 100% of the 12 Departments of the Health and Human Resources Secretariat will be contacted at least twice annually by designated representatives of the regional providers to assess the quality of the relationship between each department and the 2-1-1 VIRGINIA/I&R system
3. The number of formal requests received from other agencies to use the 2-1-1 VIRGINIA/I&R toll-free telephone number

Statewide Target: 1

Goal 8: When feasible, establish satellite offices or cooperative agreements with local information and referral and resource and referral groups.

Outcome: Residents of the Commonwealth of Virginia will attain improved access to Information and Referral services.

Indicators:

The number of partner sites under formal agreement with the regional providers.